

Report Month
June 2012

Self-Administered Services Consumer Satisfaction

Surveys sent from 07/01/2011 and 06/30/2012

1,510 Consumers

1,111 Households

Survey Response Rate (Statewide) 52.9%

Survey Response Rate (by Provider)

Acumen Fiscal Agent, LLC (ACUMEN)

578 Surveys

290 Responses

11 Bad Addresses

51.1% Response Rate

Leonard Consulting, LLC (LEONARD)

440 Surveys

240 Responses

14 Bad Addresses

56.3% Response Rate

Morning Star Financial Services, LLC (MORNING STAR)

93 Surveys

42 Responses

4 Bad Addresses

47.2% Response Rate

Bad Address Rate

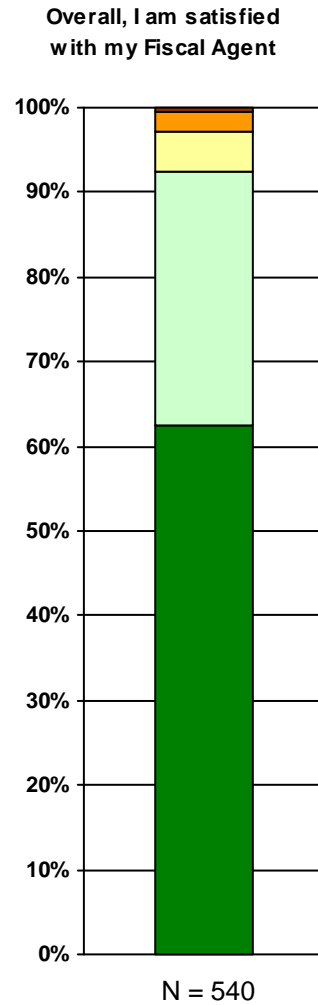
1,111 Surveys

29 Bad Addresses

2.6% Bad Address Rate

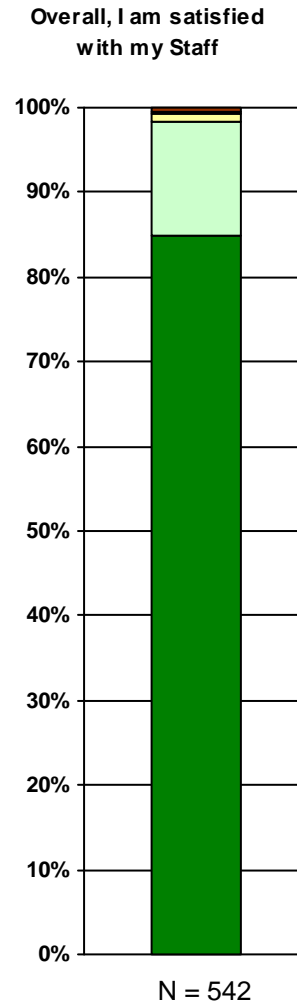
Self-Administered Services - Overall Satisfaction

Surveys received from 07/01/2011 to 06/30/2012



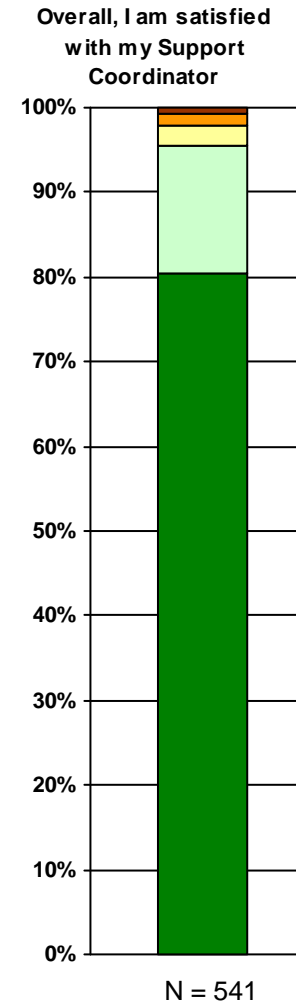
Current Overall Satisfaction

92.4%



Current Overall Satisfaction

98.3%



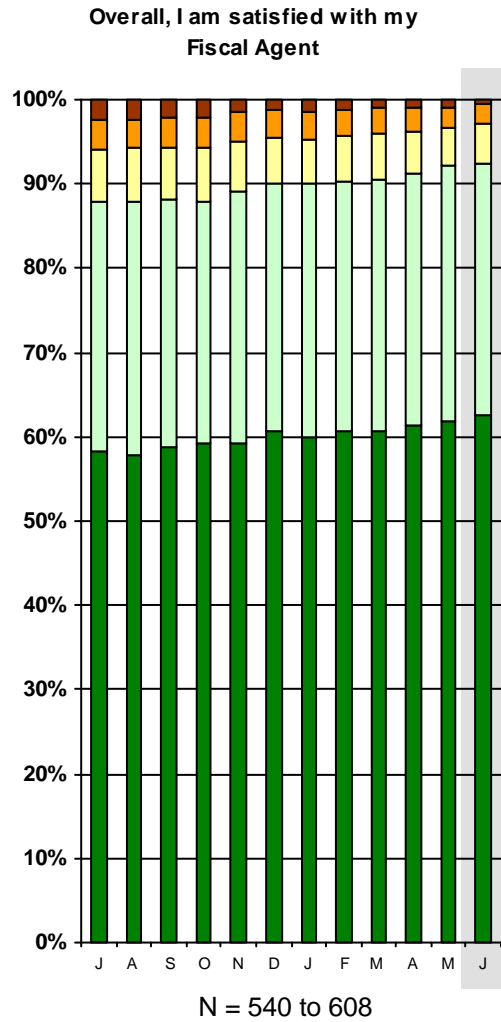
Current Overall Satisfaction

95.6%

Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
----------------	-------	----------------------------	----------	-------------------

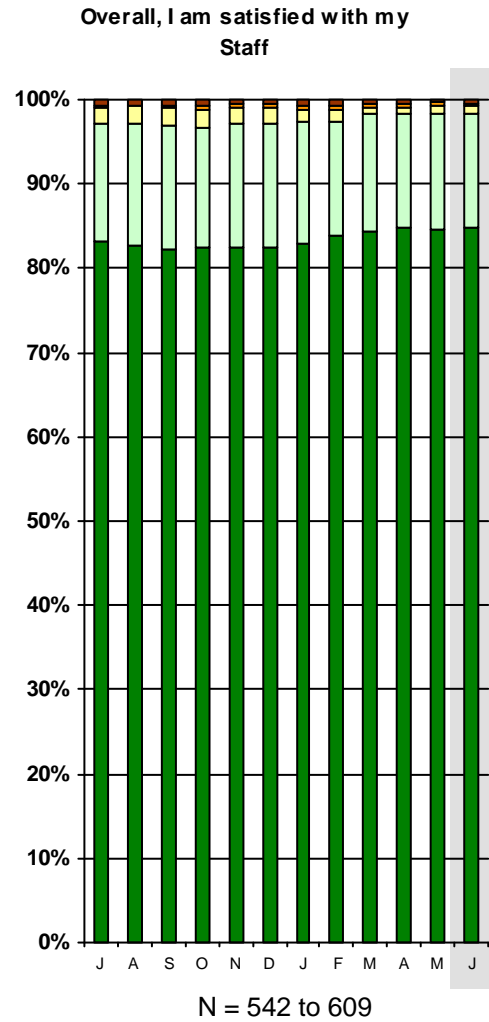
Self-Administered Services - Overall Satisfaction

Rolling 12-month average based on date response received



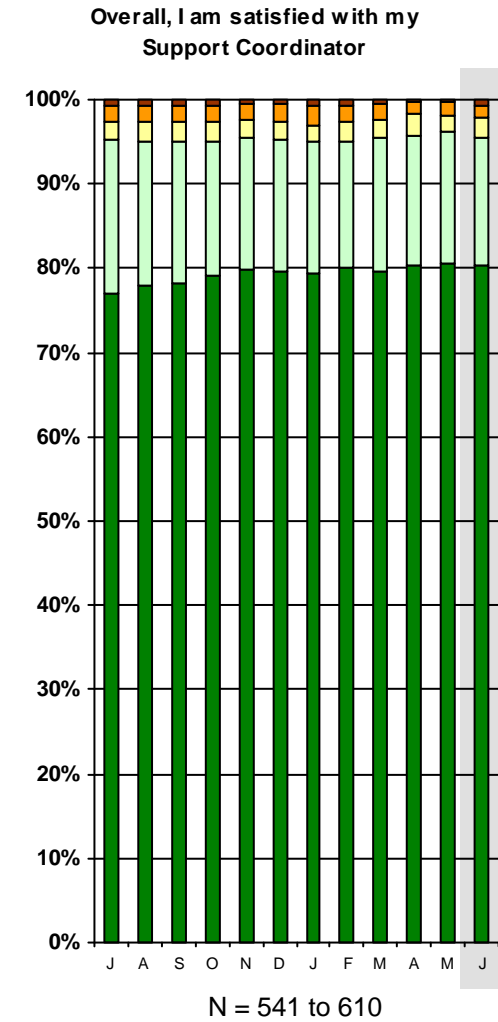
Current Overall Satisfaction

92.4%



Current Overall Satisfaction

98.3%



Current Overall Satisfaction

95.6%

Strongly Disagree

Disagree

Neither Agree Nor Disagree

Agree

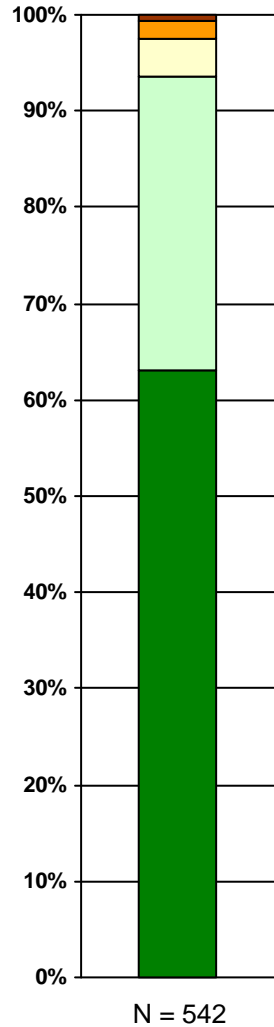
Strongly Agree

Satisfaction with Fiscal Agent

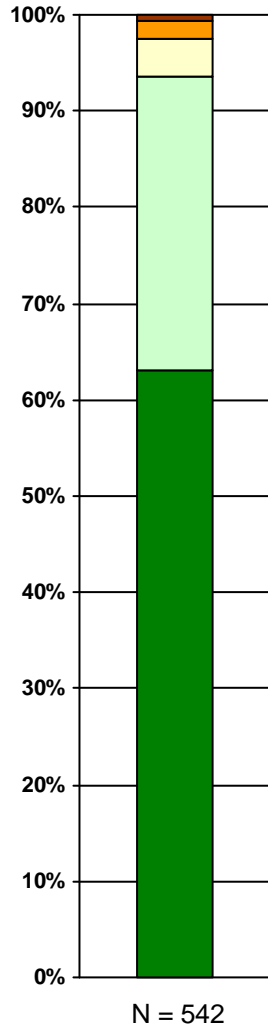
Surveys received from 07/01/2011 to 06/30/2012

92.4%

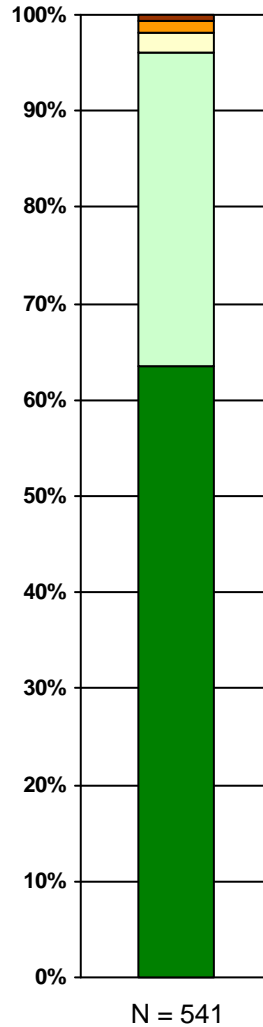
They respond quickly to my contacts



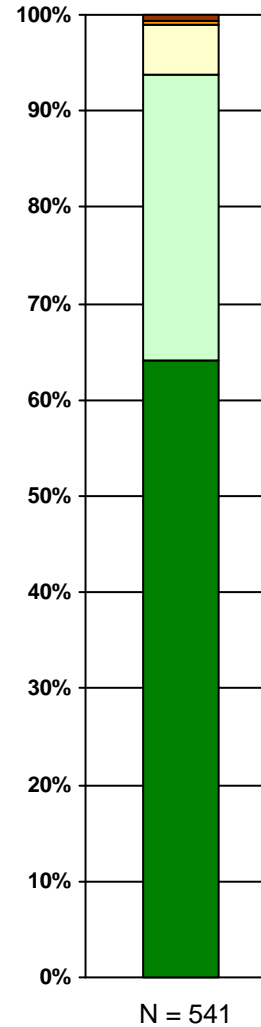
They pay my employees the right amount



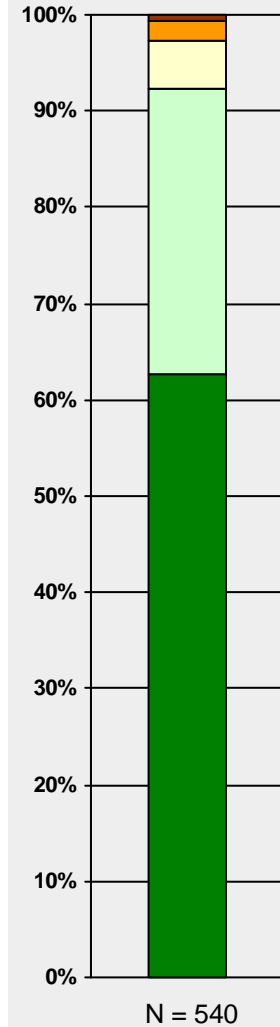
They pay my employees on time



They are polite and courteous



Overall, I am satisfied with my Fiscal Agent



Strongly Disagree

Disagree

Neither Agree Nor Disagree

Agree

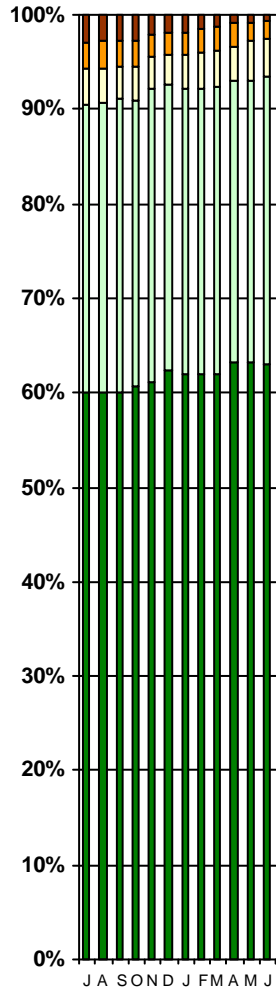
Strongly Agree

Satisfaction with Fiscal Agent

Rolling 12-month average based on date response received

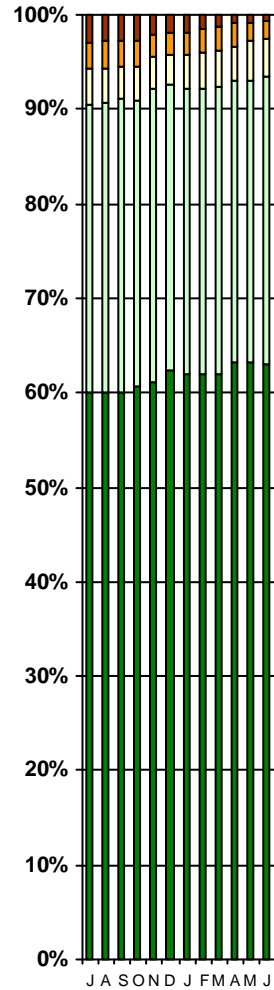
92.4%

They respond quickly to my contacts



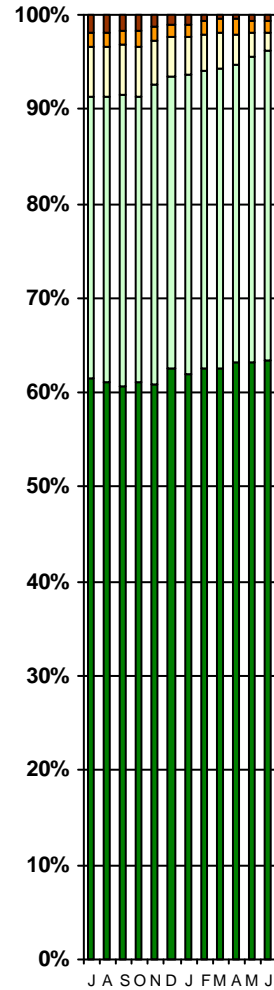
N = 542 to 606

They pay my employees the right amount



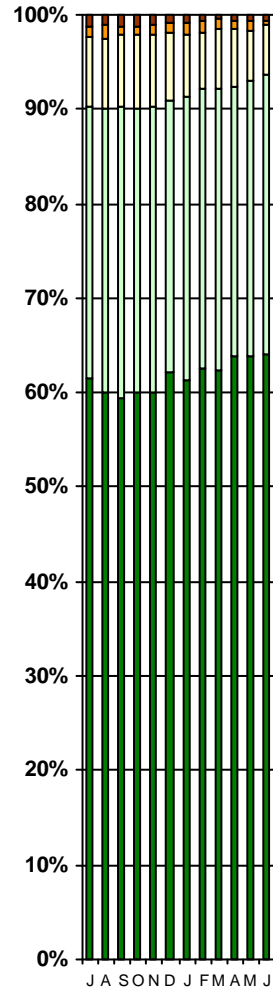
N = 542 to 606

They pay my employees on time



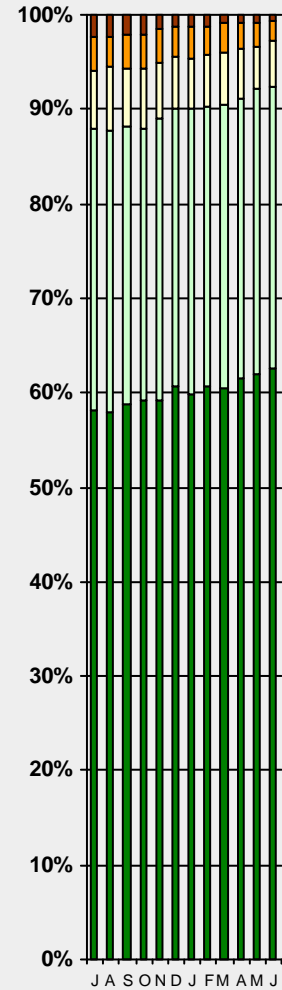
N = 541 to 607

They are polite and courteous



N = 541 to 606

Overall, I am satisfied with my Fiscal Agent



N = 540 to 608

Strongly Disagree

Disagree

Neither Agree Nor Disagree

Agree

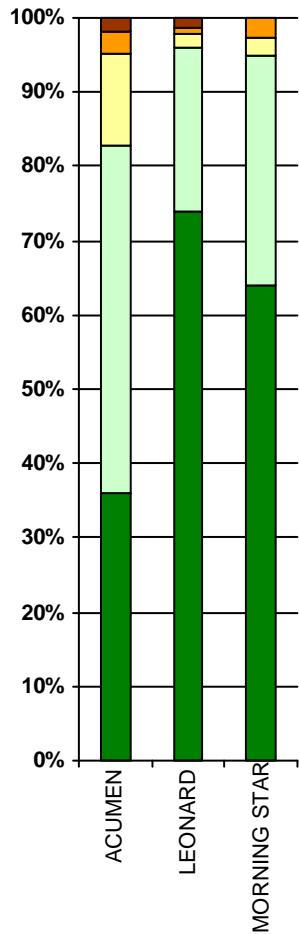
Strongly Agree

Satisfaction with Fiscal Agent - By Provider

Surveys received from 07/01/2011 to 06/30/2012

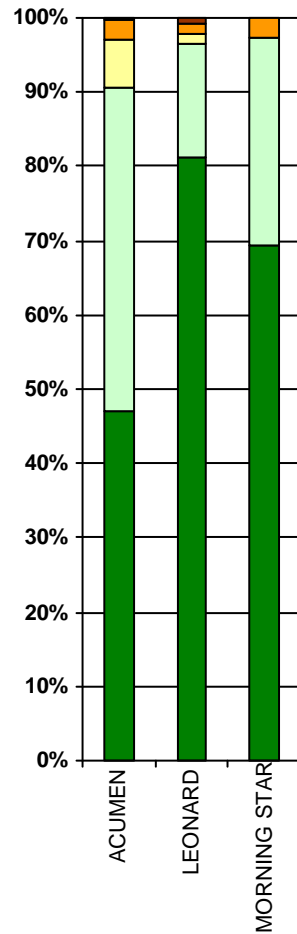
Current Overall Satisfaction
ACUMEN 88.7%
LEONARD 96.0%
MORNING STAR 97.4%

They respond quickly to my contacts



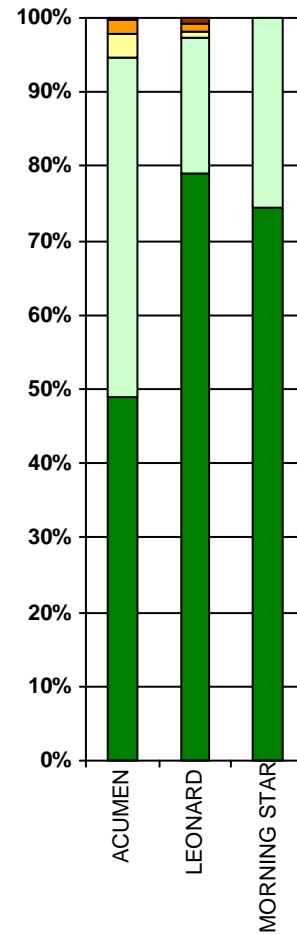
ACUMEN, n = 273
 LEONARD, n = 230
 MORNING STAR, n = 39

They pay my employees on time



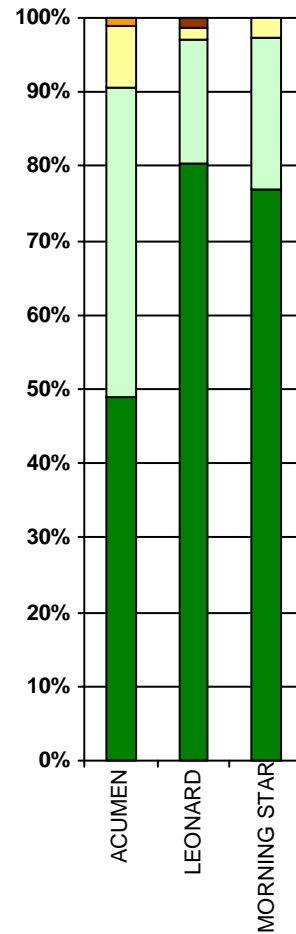
ACUMEN, n = 274
 LEONARD, n = 229
 MORNING STAR, n = 39

They pay my employees the right amount



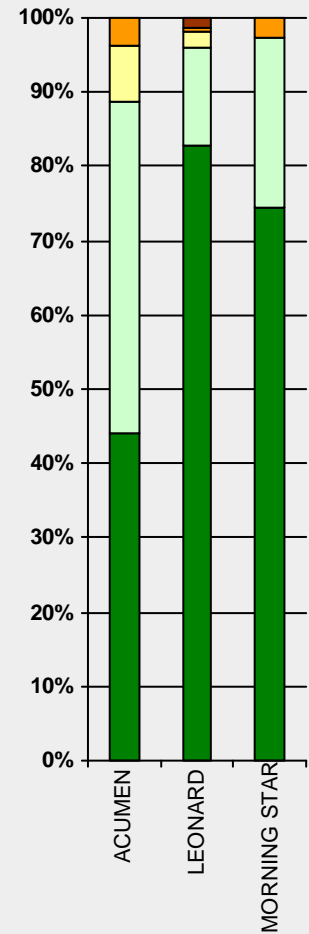
ACUMEN, n = 274
 LEONARD, n = 228
 MORNING STAR, n = 39

They are polite and courteous



ACUMEN, n = 274
 LEONARD, n = 228
 MORNING STAR, n = 39

Overall, I am satisfied with my fiscal agent



ACUMEN, n = 274
 LEONARD, n = 227
 MORNING STAR, n = 39

■ Strongly Disagree

■ Disagree

■ Neither Agree Nor Disagree

■ Agree

■ Strongly Agree

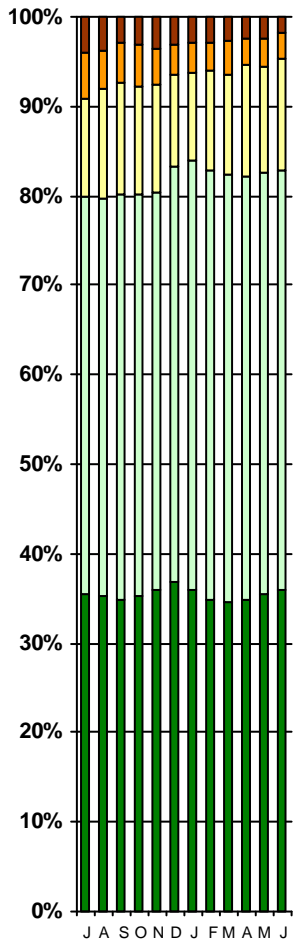
Satisfaction with Fiscal Agent - Acumen

Rolling 12-month average based on date response received

Current Overall Satisfaction

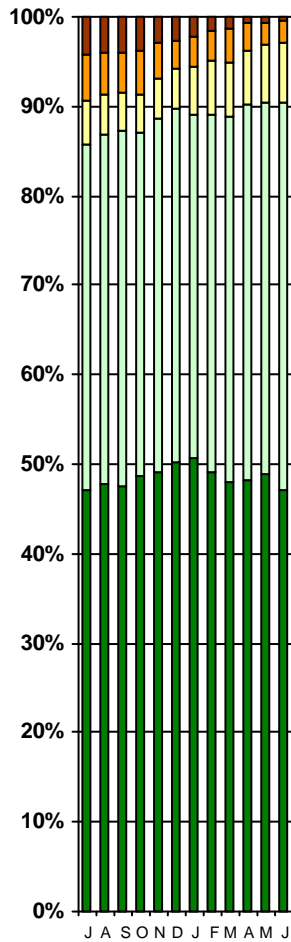
88.7%

They respond quickly to my contacts



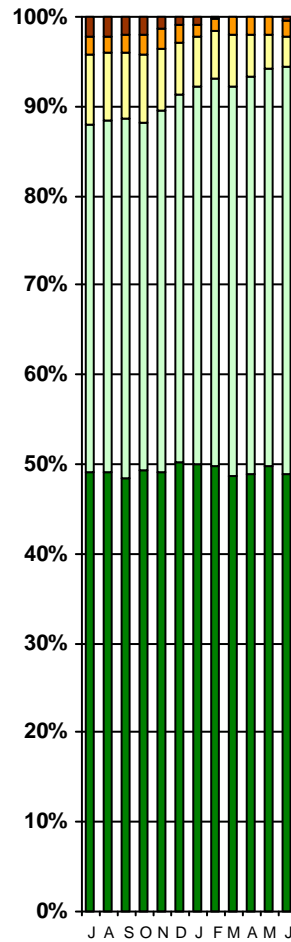
N = 273 to 315

They pay my employees on time



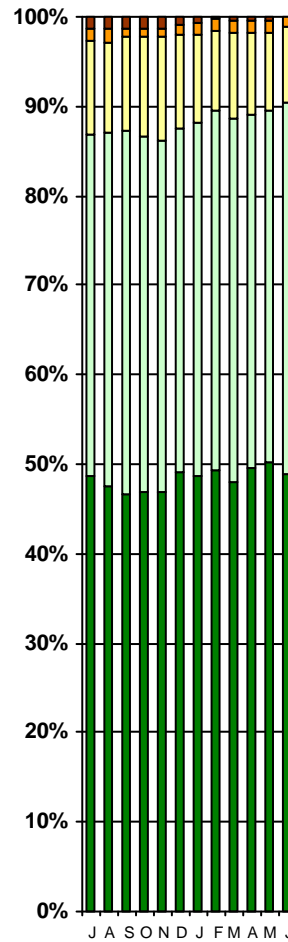
N = 274 to 318

They pay my employees the right amount



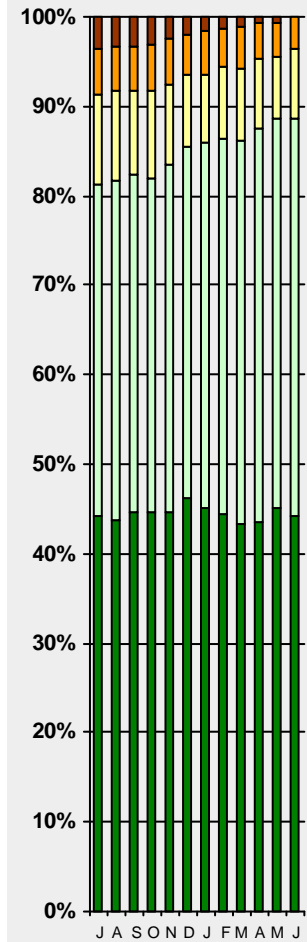
N = 274 to 318

They are polite and courteous



N = 274 to 316

Overall, I am satisfied with my fiscal agent



N = 274 to 318

Strongly Disagree

Disagree

Neither Agree Nor Disagree

Agree

Strongly Agree

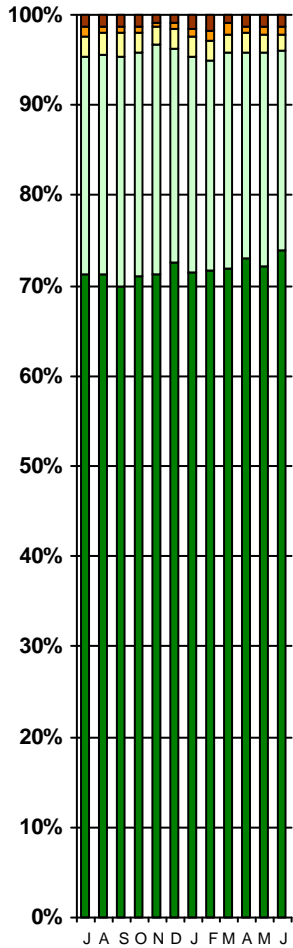
Satisfaction with Fiscal Agent - Leonard

Rolling 12-month average based on date response received

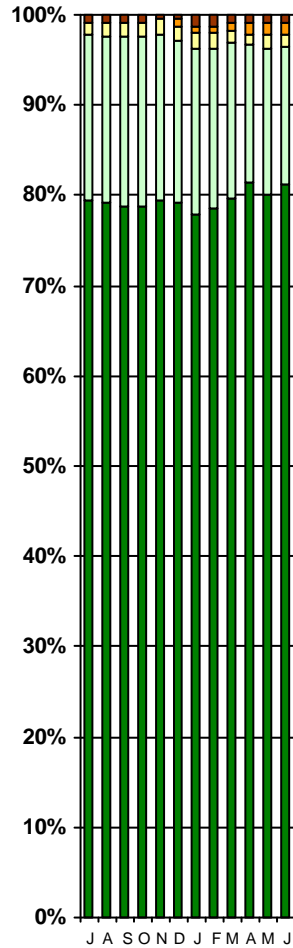
Current Overall Satisfaction

96.0%

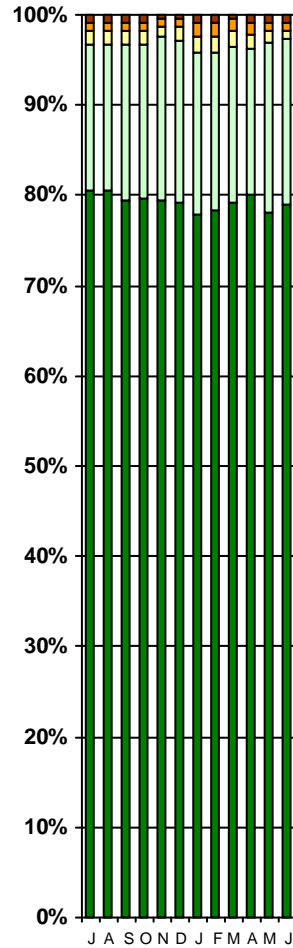
They respond quickly to my contacts



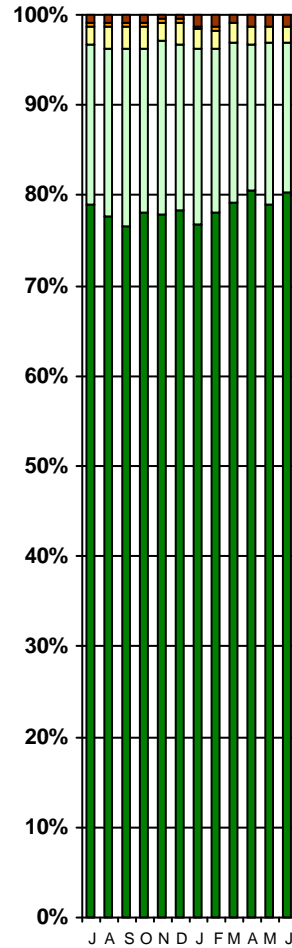
They pay my employees on time



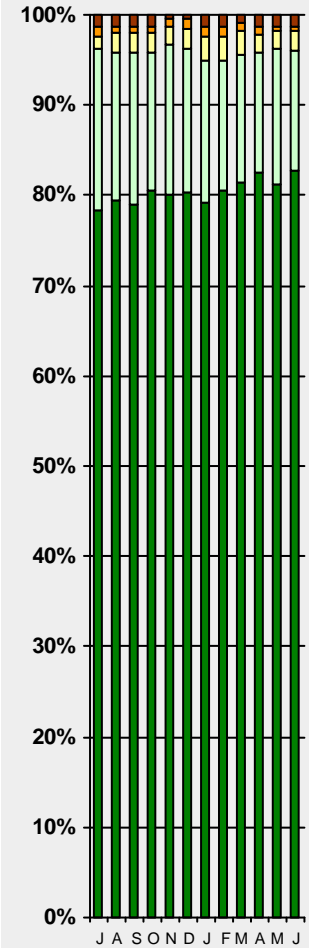
They pay my employees the right amount



They are polite and courteous



Overall, I am satisfied with my fiscal agent



Strongly Disagree

Disagree

Neither Agree Nor Disagree

Agree

Strongly Agree

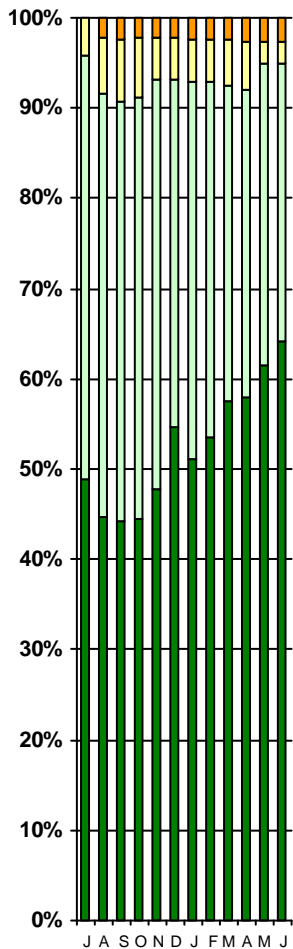
Satisfaction with Fiscal Agent - Morning Star

Rolling 12-month average based on date response received

Current Overall Satisfaction

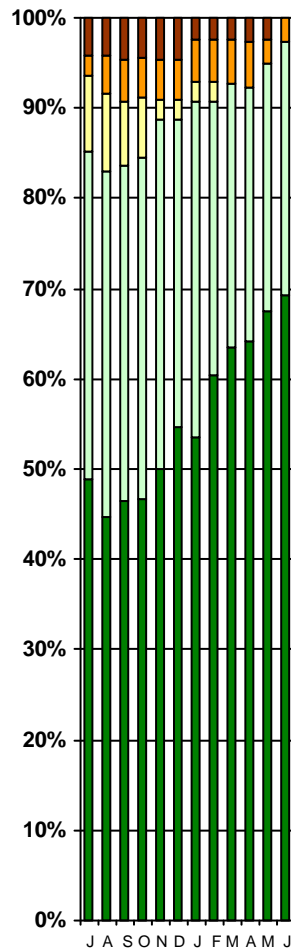
97.4%

They respond quickly to my contacts



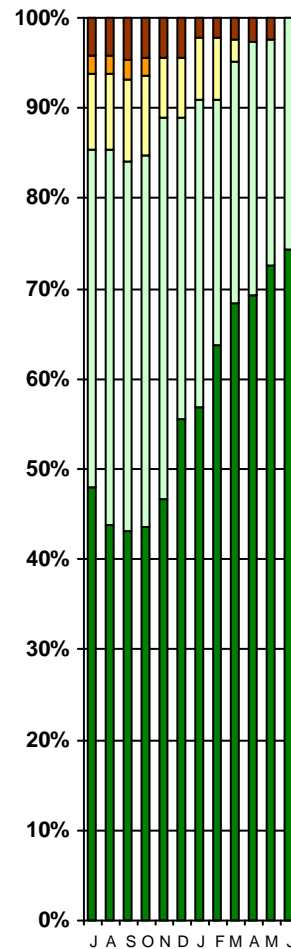
N = 38 to 47

They pay my employees on time



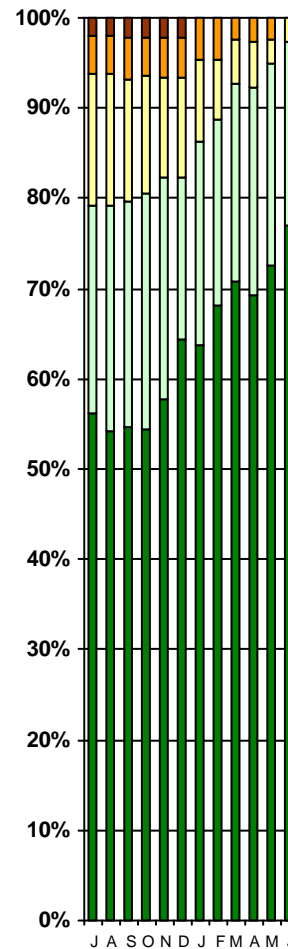
N = 39 to 47

They pay my employees the right amount



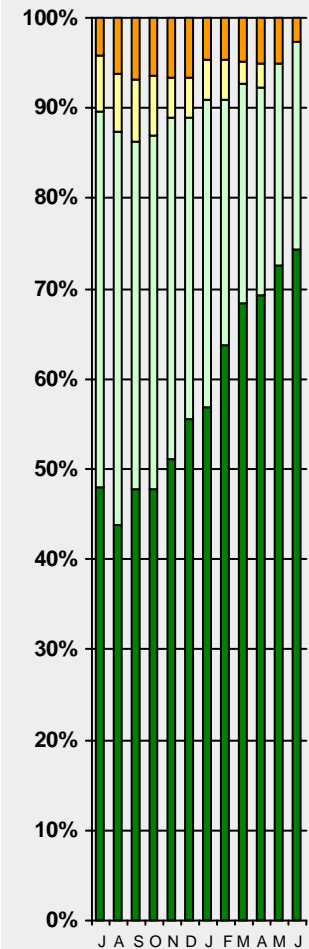
N = 39 to 48

They are polite and courteous



N = 39 to 48

Overall, I am satisfied with my fiscal agent



N = 39 to 48

Strongly Disagree

Disagree

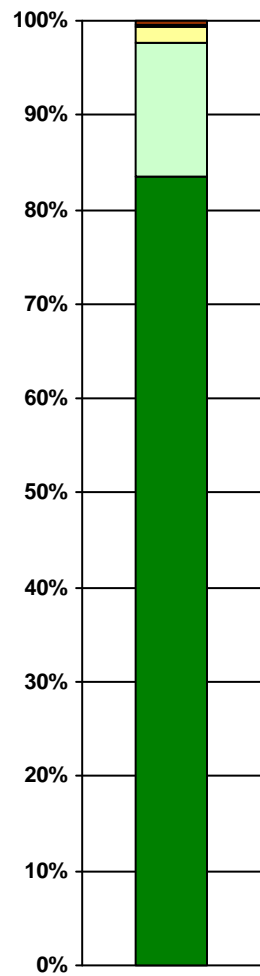
Neither Agree Nor Disagree

Agree

Strongly Agree

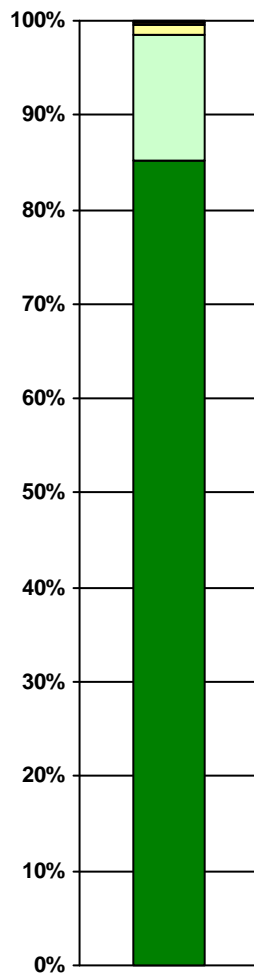
98.3%

**They are trustworthy
and dependable**



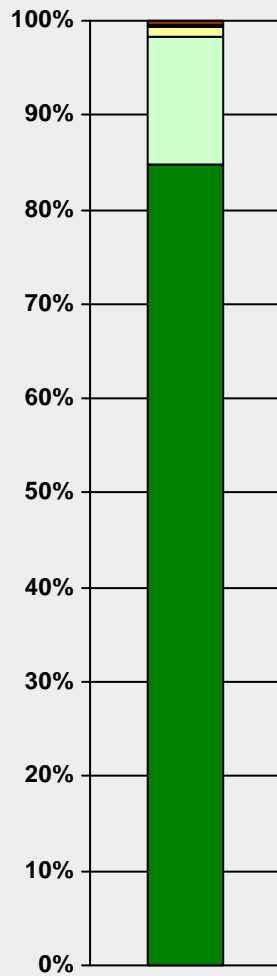
N = 544

**They are patient and
caring**



N = 542

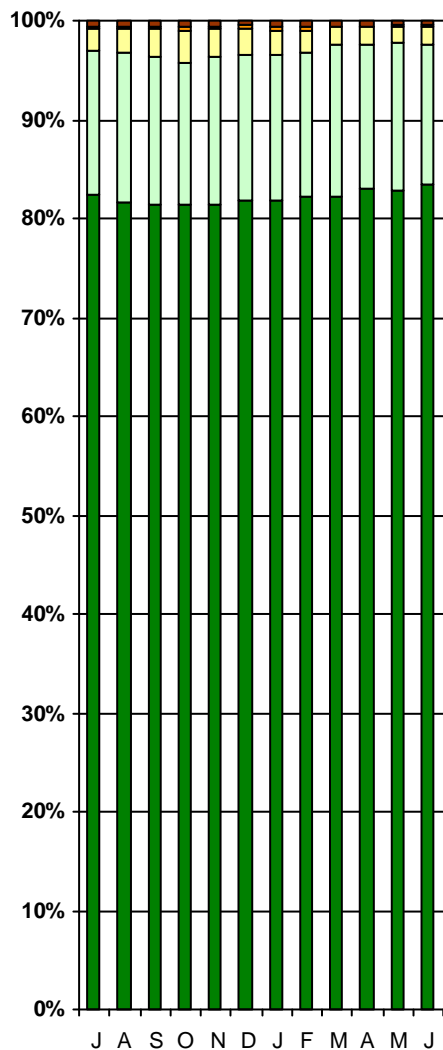
**Overall, I am satisfied
with my Staff**



N = 542

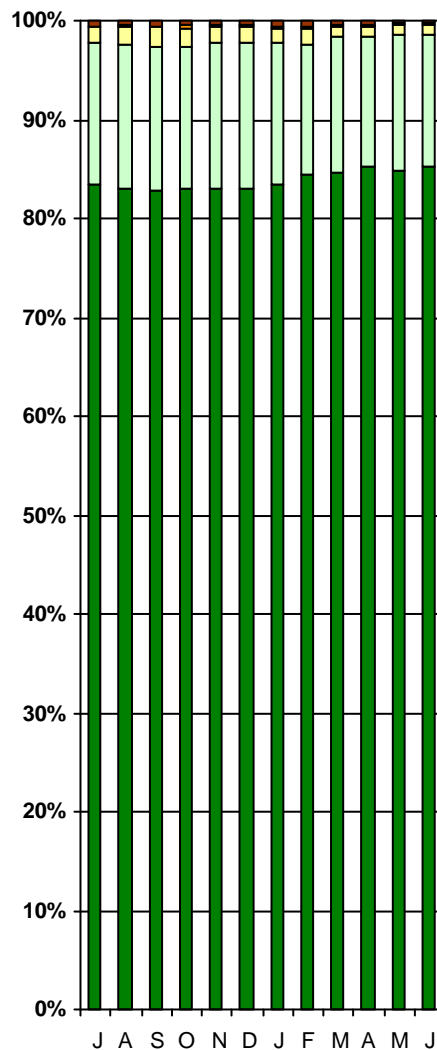
Strongly Disagree **Disagree** **Neither Agree Nor Disagree** **Agree** **Strongly Agree**

They are trustworthy and dependable



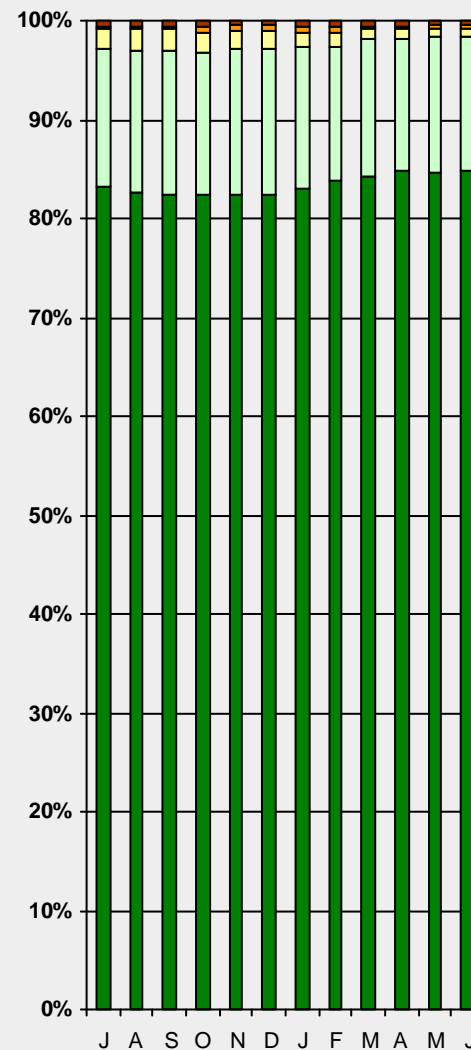
N = 544 to 608

They are patient and caring



N = 542 to 607

Overall, I am satisfied with my Staff



N = 542 to 609

Strongly Disagree

Disagree

Neither Agree Nor Disagree

Agree

Strongly Agree

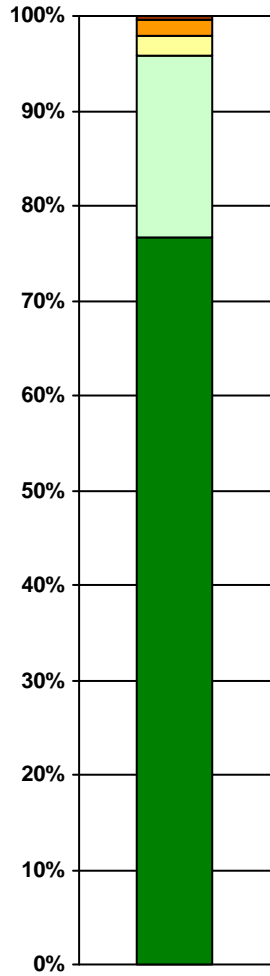
Satisfaction with Support Coordinator

Surveys received from 07/01/2011 to 06/30/2012

Current Overall Satisfaction

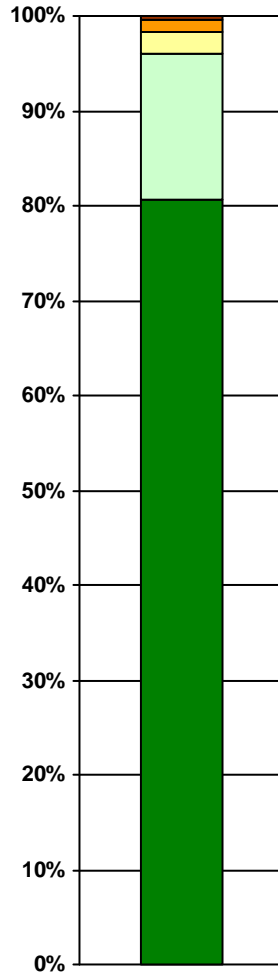
95.6%

They are knowledgeable
about Division services



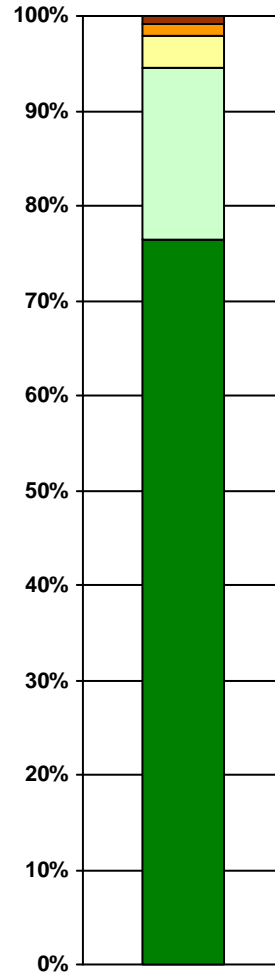
N = 543

They respond quickly to
my contacts



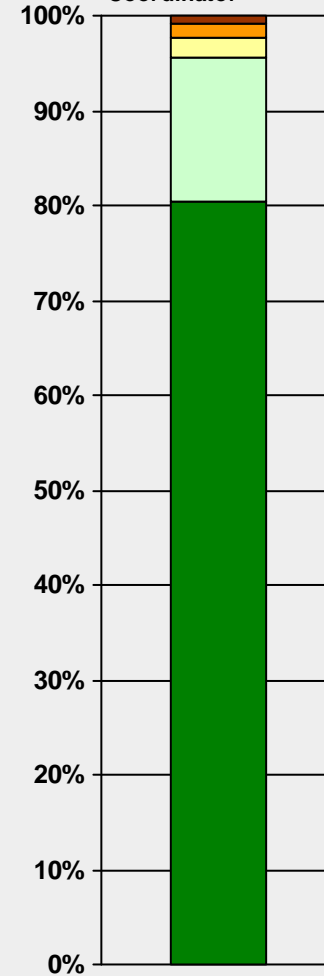
N = 541

They are helpful and
supportive



N = 541

Overall, I am satisfied
with my Support
Coordinator



N = 541

Strongly Disagree Disagree Neither Agree Nor Disagree Agree Strongly Agree

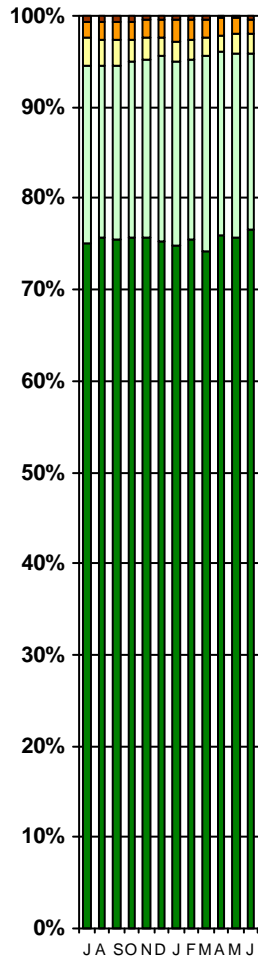
Satisfaction with Support Coordinator

Rolling 12-month average based on date response received

Current Overall Satisfaction

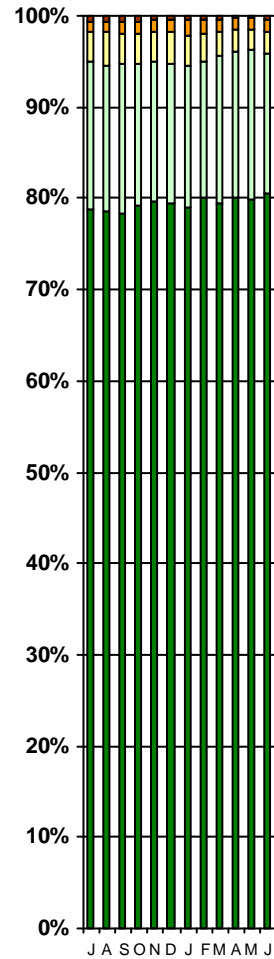
95.6%

They are knowledgeable
about Division services



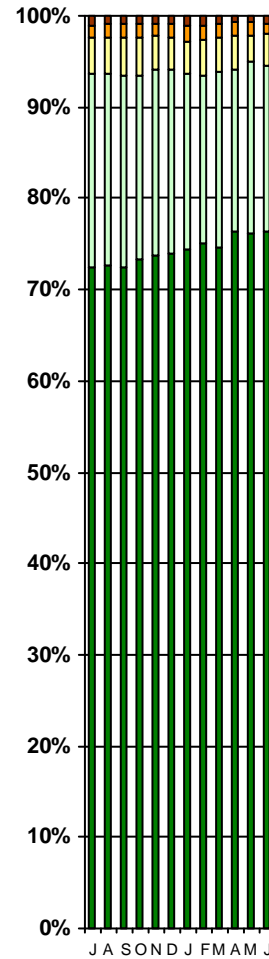
N = 543 to 611

They respond quickly to
my contacts



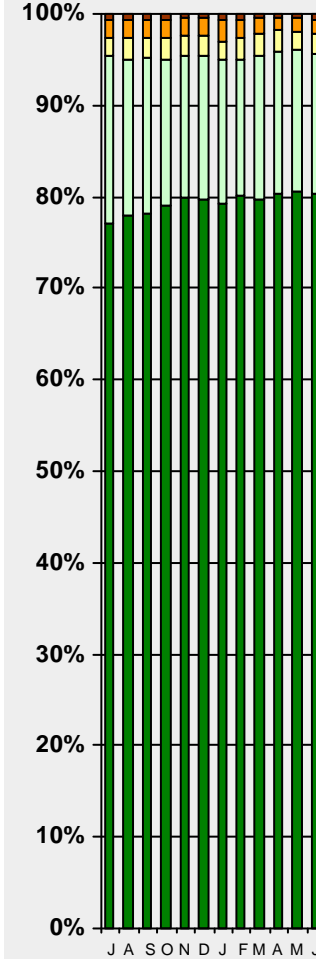
N = 541 to 608

They are helpful and
supportive



N = 541 to 608

Overall, I am satisfied
with my Support
Coordinator



N = 541 to 610

Strongly Disagree

Disagree

Neither Agree Nor Disagree

Agree

Strongly Agree